



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Talk America Inc.**  
**Cavalier Business Communications**  
**Cavalier Telephone**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	7.00	4.01	2.36	4.46
D. Business or Customer Service Answer Time [730.510(b)(1)]	5.47	5.06	4.53	5.02
E. Percent of Service Installations [730.540(a)]	53.00% *	41.00% *	47.00% *	47.00% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	6.62% *	16.00% *	10.29% *	11.00% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.55	2.25	2.12	2.31
H. Percent Repeat Trouble Reports [730.545(c)]	1.51%	1.33%	1.23%	1.35%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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